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| Substitute Form PTO-1449 (Modified) Information Disclosure Statement by Applicant (Use several sheets if necessary) (37 CFR §1.98(b)) | U.S. Department of Commerce Patent and Trademark Office | Attorney's Docket No. 13906-149001 | Application No. 10/719560 |
| | Applicant Chavez et al. | | |
| | Filing Date 11/21/2003 | Group Art Unit 2112 | |

| U.S. Patent Documents | | | | | | | |
|-----------------------|-----------|-----------------|------------------|----------|-------|----------|----------------------------|
| Examiner Initial | Desig. ID | Document Number | Publication Date | Patentee | Class | Subclass | Filing Date If Appropriate |
| | AA | | | | | | |
| | AB | | | | | | |
| | AC | | | | | | |
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| Foreign Patent Documents or Published Foreign Patent Applications | | | | | | | | |
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| Examiner Initial | Desig. ID | Document Number | Publication Date | Country or Patent Office | Class | Subclass | Translation | |
| | | | | | | | Yes | No |
| | AL | | | | | | | |
| | AM | | | | | | | |
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| | AO | | | | | | | |
| | AP | | | | | | | |

| Other Documents (include Author, Title, Date, and Place of Publication) | | |
|---|-----------|--|
| Examiner Initial | Desig. ID | Document |
| EW | AQ | http://www.siebel.com/products/service/call_center/workflow_automation.shtml - "Implementing Best Practices," Siebel Systems, Inc., Printed from the Internet Nov. 17, 2003, 2 pages. |
| EW | AR | http://verslun.nyherji.is/pdf/siebelcallcenter.pdf - "Siebel Call Center," Siebel Systems, Inc., Printed from the Internet Nov. 17, 2003, 11 pages. |
| | AS | |
| | AT | |

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| Examiner Signature /Eric Wiener/ | Date Considered 12/18/2006 |
| EXAMINER: Initials citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. | |

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Sheet 1 of 1

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| Substitute Form PTO-1449 (Modified) Supplemental Information Disclosure Statement by Applicant (Use several sheets if necessary) (37 CFR §1.98(b)) | U.S. Department of Commerce Patent and Trademark Office | Attorney's Docket No. 13906-149001 | Application No. 10/719,560 |
| | Applicant Chavez et al. | | |
| | Filing Date November 21, 2003 | Group Art Unit 2112 | |

U.S. Patent Documents

| Examiner Initial | Desig. ID | Document Number | Publication Date | Patentee | Class | Subclass | Filing Date If Appropriate |
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| EW | AA | 10/327,692 | N/A | Lueckhoff et al. | | | Dec. 20, 2002 |

Foreign Patent Documents or Published Foreign Patent Applications

| Examiner Initial | Desig. ID | Document Number | Publication Date | Country or Patent Office | Class | Subclass | Translation | |
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Other Documents (include Author, Title, Date, and Place of Publication)

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| Examiner Signature /Eric Wiener/ | Date Considered 12/18/2006 |
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